

Mental Health Notes

7/21/16

Attendees

- Central Office: Sue Wherry, ~~Michelle Buskey, Seth Schreiber~~
- Region 1: Holly Morganstean, ~~Mary Payton, Holly Bonwell~~
- Region 2: Joyce Lyons, Dea Hibdon,
- Region 3: Sherri Edwards, Trisha Hammond, ~~Heather Taylor~~
- Region 4: ~~Jennifer Burlage~~, Julie Matta, ~~Teresa Shackelford~~, Amy Roberts
- Region 5: ~~Sally Bryan~~, Pam Shropshire, Scott Rassmussen
- Region 6: Cindy Wilson, Michele Osmond, ~~Paula Miller~~
- Region 7: Randy Rodriquez, Danielle Stohl
- Hub Admin: ~~Tracey Sessions, Gina Westcott, Todd Hurt~~

MSHIP/YSSF Surveys - Seth

Court Monitoring: It has been suggested to add 'Expired' as an option in the Dropdown Menu for "Hearing Outcome" (Holds/TCOs expire for various reasons – some are mistakes, and some are decisions by prosecutors. Until this point, we have been entering a negative DE and explaining in the court monitoring notes, but I think it would be useful to have an accurate option and to be able to pull a report re: how many expire.)

We would like to get feedback from all regions before making this change.

4 new Programs in WITS for MH : I will be adding 4 new Programs to each Region. 19-2524 Assessment Program, 19-2524 Concurrent Program, 20-511A Assessment Program and 20-511A Concurrent Program. The guidance Document for these changes is attached. Please review the guidance documents and let me know if you have any questions. The New Programs will be implemented in WITS on 8/1/16.

Duplicate Client Check: Functionality is currently in testing, when the next release goes into the production sites (scheduled for Monday 7/25/16), this functionality will be active. Please review the attachment and call the WITS helpdesk if you have any questions about the new functionality.

Changes to MH Billing: Prior to today, WHD staff has been Generating the Batching reports, reviewing for obvious errors from WITS and sending them to the Revenue Unit for Processing. When the Revenue Unit has questions they send an email to Sue requesting additional/clarifying information. The Revenue Unit will also send an email when they are notified by the Insurance companies of changes in the client's policies, asking us to update our records. Prior to today Sue has

been entering the changes for the Insurance in WITS and/or assisted with providing the additional information to the Revenue Unit. Starting today the Revenue Unit will be instructed to contact the RWA's (and cc Sue) when assistance is needed. RWA's will have 5 business days to respond these requests. If the Revenue Unit does not receive a response to their questions, the issue will be escalated.

Medicare in WITS – We are still getting inconsistency with the way Medicare is being entered into WITS. We are in the process of developing a standard for all regions which will allow us a mechanism to collect the data for reporting purposes and reduce the number of billing issues we are currently experiencing. We will be soliciting feedback from the regional staff to develop a process that will fit the needs of all regional staff as well as reporting requirements.

Dymo Label Printers – It has been brought to our attention that some of the printers in the regional offices are very slow. IT is working to identify the problem and resolve the issues. Who is having problems with it taking 40 or more seconds to print the labels after select 'print' to generate the Label? Thank-you all for responding so quickly, Between the end of the call and typing the notes I have received responses from all of the regional offices. We will forward the information to IT and continue to work with them to get the issues resolved.

Prescription Labels and Future Training – Instructions field on the label has limited real estate and will not accommodate lengthy instructions. The more information you enter, the smaller the font print as this is field will "shrink to fit". We are currently organizing a training for staff to address the new dispensary requirements and changes to the printing labels as of 7/1/16. As soon as a date has been set, notification of date and time will be sent in an email.

Other:

New PCA's: Region 5 is asking for more information with regards to the new PCA's for providers when treating 20-511A clients. Randy from Region 7 indicated this topic is listed on the agenda for the next leadership meeting, and the program managers should get more information at that time.

FUTURE MH Update Calls- Due to the confusion with the Junos system changes, future MH Update calls will be scheduled thru GoToMeeting. Once the meetings have been scheduled, I will send links to everyone on the call.

Please send a return email to indicate your opinion of adding the additional option of “Expired” to the hearing Outcome dropdown Menu in the Court Monitoring Screen. If there are no Objections we will get the update added to WITS.

You can email your comments to the following:

Sue Wherry (Meeting Host) – Wherrys@dhw.idaho.gov

Michelle Buskey (WITS Supervisor) – BuskeyM@dhw.idaho.gov

WITS Helpdesk - DBHWITSHD@dhw.idaho.gov